



The Commonwealth of Massachusetts
Executive Office of Health & Human Services
Department of Developmental Services
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Boston, MA 02118

Deval L. Patrick
Governor

Agency Diversity Plan for Fiscal Years
October 1, 2011 - September 30, 2013

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Agency:

Department of Developmental Services

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AGENCY'S DIVERSITY VISION: The Department of Developmental Services is aware of and respectful to differences among its staff and those whom it serves. DDS maintains an organization structure and environment that respects, supports and values individuals, their families, all employees and other interested parties. Respect and the valuing of differences in race, culture, religion, age, sexual orientation, gender, marital or parenting status, national origin, language, veteran status, economic background or disability are integral to the DDS structure and environment and makes the Department more welcoming to those we support. The Department of Developmental Services promotes and supports diversity through its hiring practices and through education and training in order to effect positive change in our service delivery, policies and practices. The Department of Developmental Services continually works to create an environment that reflects, is sensitive to, and values diversity.

AGENCY MISSION: The Department of Developmental Services is the state agency entrusted with providing services to its citizens with developmental disabilities. Our mission is to continuously improve services to all diverse constituency groups in the most effective and equitable manner. In addition, we are responsible for treating all of our employees with respect, dignity and appreciation for the invaluable services they provide to our population.

AGENCY DIVERSITY GOALS:

Goal #1: Increase involvement of and collaboration with self advocates in Department (DDS) initiatives.

Goal #2: Develop stronger relationships between the agency, families and individuals.

Goal #3: The Agency will create professional development opportunities for its staff and interns.

Goal # 4: The Department will partner with providers in Diversity initiatives and activities.

Goal #1: Increase involvement of and collaboration with self advocates in Department (DDS) initiatives.

Strategy: DDS will continue discussions with at least four self-advocacy groups to recruit self advocates as members of local Diversity Committees and the Diversity Council.

1.1 Each Regional Diversity Committee and the Statewide Diversity Council will increase the number of self-advocates on its committee by at least 1 person for a total of at least 8 new self-advocates statewide by July 2013

1.2 A representative of the Diversity Committee or Council will meet with each self-advocate on the committee/council at least 6 times over the 2 years covered by this plan, in order to identify and provide coaching needed, and to determine how to increase the committee's capacity to include all members.

1.3 Regional office leadership will host at least 2 events over 2 years, for a total of 8 events statewide, for the purpose of continued outreach and dialogue with self-advocates, and sharing information about ways self-advocates can participate in a range of DDS initiatives.

Measure: There will be documentation of the following having occurred: Eight additional self-advocates will have become/have been members of local Diversity Committees. Eight events will be held statewide with self-advocates. Diversity Committee Representatives will have met with their self-advocates at least six times by June 2013.

Goal #2: Develop stronger relationships between the agency, families and individuals.

Strategy: Continue to promote the value of Diversity to families, individuals and staff by June 2013 by offering training, identify technology tools to communicate with families and individuals and continue the opportunity for discussions and dialogue

2.1 A committee appointed by the Commissioner will create a curriculum by October 2012 that includes both proactive approaches with families and individuals, and skills for responding in conflictual situations.

2.2 The above curriculum will be piloted with at least 3 groups across the state, including direct support workers, supervisors, and managers by October 2013.

2.3 Central Office, regional and area leadership will continue to promote the value of Diversity to 90 families and 100 individuals statewide, as well as staff, by

offering trainings and other learning opportunities, and mailing written materials and invitations to local Diversity events by June 2013.

- 2.4 A committee appointed by the Commissioner will identify technology tools to communicate with families and individuals, research DDS regulations and legal parameters for their use, and make recommendations to the Commissioner by June 2013

Measure: There will be documentation of the following having occurred: A curriculum was developed to train individuals and families on responding to conflictual situations; three training sessions will have occurred using the above curriculum; training on Diversity will have been given to 90 families and 100 individuals.

Goal #3: The Agency will create professional development opportunities for its staff and interns.

Strategy: DDS will enhance professional development by implementing a mentoring program, expand professional opportunities for interns, convene meeting of interested parties and expand personal growth in diversity through the Diversity Circle.

- 3.1 The DDS Diversity Office, in conjunction with identified regional staff, will continue the mentoring program in the Metro and NE Regions, and expand the mentoring program into the C/W and SE Regions, reaching at least 50 new participants statewide by September 2013.
- 3.2 Regional Learning & Development/Training offices in at least two regions will pilot 2 development opportunities per year for mentoring participants after the 3 months of their mentoring program has concluded, for a total of at least 8 events statewide by September 2013.
- 3.3 The DDS Diversity Office will track employment changes, promotions, etc. annually for all participants in the mentoring program.
- 3.4 The Commissioner will host a diversity forum for senior managers each year, for a total of at least 2 events by September 2013.
- 3.5 Each Regional and Central Office Diversity Committee will organize and offer at least 4 learning events per year for a total of 40 events statewide by October 2013.
- 3.6 The Diversity Circle facilitators will offer 4 Diversity Circles by September 2013.
- 3.7 The DDS Diversity Office will convene at least one meeting per year for each identified professional group of color (e.g. Asian/Pacific Islanders, Hispanic, African, and African American) for networking, support, and professional development opportunities by September 2013. In addition, any interested group,

especially staff from the Deaf Culture, will be encouraged to convene and provide support and networking opportunities.

- 3.8 The UYCP will recruit 8 individuals with disabilities as interns in its program by July, 2013.

Measure: There will be documentation of the following having occurred: Fifty staff have participated in the mentoring program. Eight development sessions have been offered to mentoring participants. The Diversity Office has tracked employment changes for mentoring program participants. Senior staff have participated in two Diversity Forums. Eight DDS individuals will have participated in the Urban Youth Collaborative Program. Forty learning events were held. Four Diversity Circles occurred; meetings with professional groups of color have taken place each year.

Goal # 4: The Department will partner with providers in Diversity initiatives and activities.

Strategy: DDS will actively engage the provider community in partnership through personal interactions and collaboration in Diversity activities.

- 4.1 The Regional and Central Office Diversity Committees will engage in at least one diversity activity or project each year that partners with providers, community organizations, and/or colleges in its planning and implementation for a total of 10 events statewide by September 2013.

- 4.2 Regional Diversity Committees and the Statewide Diversity Council will invite providers to join the committee/council for a total of 10 providers statewide by September 2013.

Measure: There will be documentation of the following having occurred: Diversity Committees with providers, community organizations or colleges will have participated in ten events statewide. Ten providers have joined the local Diversity Committees and Diversity Council.

MANDATORY DIVERSITY TRAINING

In accordance with Executive Order 526, *Section 10 Mandatory Diversity Training*, I have reviewed the status of my staff, including myself, all managers, supervisors and employees with regards to diversity awareness training. To date we have trained

246 and 6800 on the Commonwealth's Diversity Curriculum.
Managers *Employees*

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Submitted by:

Elin M. Howe
Signature of Agency Head

8/22/11

Date

Ronald G. Scott
Signature of Diversity Officer/Director

8.22.11

Date

Approved by:

[Signature]
Signature of Cabinet Secretary/Division Director

Date

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Signature of Secretariat Diversity Director

8/25/11
Date

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Signature of Chief Human Resources Officer/or designee

10/11/2011
Date